



*We heal and inspire the human spirit.*

**To:** EVV Impacted Providers, Individual Nurse Providers & CBAS  
**From:** IEHP – Provider Relations  
**Date:** February 5, 2025  
**Subject:** **DHCS EVV Office Hours – February 28**

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**Please note: As of November 1, 2024, this will be a Q&A Session only (there will be no presentation).**

Register to come if you have questions for the team and drop in at any time during the hour session. Our EVV team can provide 1:1 assistance during our new Office Hours format.

Date	Time
Friday, February 28	11:00am – 12:00pm

**Assistive Services**

For individuals with disabilities, DHCS will provide free assistive devices, including language and sign-language interpretation, real-time captioning, note takers, reading or writing assistance, and conversion of training or meeting materials into braille, large print, audio, or electronic format. To request alternate format or language services, please write or email to:

EVV Assistance  
1501 Capitol Avenue  
P.O. Box 997413, MS 0000  
Sacramento, CA 95899-7413  
Email: [EVV@dhcs.ca.gov](mailto:EVV@dhcs.ca.gov)

**Please note:** The range of assistive services available may be limited if requests are received less than ten working days prior to the meeting.

Please visit DHCS’ [EVV webpage](https://dhcs.ca.gov): dhcs.ca.gov > search “EVV” or DDS’ [EVV webpage](https://dds.ca.gov): dds.ca.gov > Services > EVV for more information.

Please email our team at [EVV@dhcs.ca.gov](mailto:EVV@dhcs.ca.gov) any questions in advance to allow our team time to prepare responses and for possible live demonstrations.



Helpful Resources

1. **Forgot to enter a visit in CalEVV?** Don't stress! Here's how to fix it by doing visit maintenance in the CalEVV system:

- **Login** to the CalEVV Portal.
- Enter the **STX (agency)** number, **USERNAME**, and **PASSWORD**.
- From the **VISIT MAINTENANCE** screen, click on **CREATE CALL**.
- Use the **SEARCH** fields to locate the **CLIENT**.
- Use the **SEARCH** fields to find the **EMPLOYEE** (caregiver who provided the service).
- Set the **DATE**, **TIME**, **LOCATION**, and/or **SERVICE** for the visit.
- Click **FINISH** and **OK** to save the changes.

2. **Compliance**

Providers must submit Cures compliant Electronic Visit Verification (EVV) visit data for services provided in the client's home, and therefore must capture all six (6) of the required data elements:

- ✓ Type of service performed
- ✓ Date of the service
- ✓ Time of service
- ✓ Location of service delivery
- ✓ Individual providing the service
- ✓ Individual receiving the service

3. **How To Resolve "Visit Exceptions"**

CalEVV users can access the step-by-step training videos in the [Resources](#) section. The following steps guide CalEVV and Alt-EVV users on resolving visit exceptions:

<p><b>For providers using the CalEVV system:</b></p> <ol style="list-style-type: none"> <li>1. <b>Log into</b> CalEVV.</li> <li>2. <b>Identify</b> any visits marked as <b>incomplete</b> due to a visit exception.</li> <li>3. <b>Open</b> the client record to correct or add services in the client record.</li> <li>4. <b>Add</b> 'client/payer' information in each client record where needed</li> </ol>	<p><b>For providers using an Alternate EVV system:</b></p> <ol style="list-style-type: none"> <li>1. <b>Log into</b> the CalEVV EVV Aggregator.</li> <li>2. <b>Identify</b> visits marked as <b>incomplete</b> due to a visit exception.</li> <li>3. <b>Update</b> the client record and client-payer-service with the authorization.</li> <li>4. <b>Notify</b> your Alternate EVV vendor of the need to resolve and <b>resubmit data</b> for those clients. Ensure your vendor submits data correctly and promptly.</li> </ol>
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